Table 1

Caseload

	Reporting year#				
	04/05	05/06	06/07	07/08	08/09
(A) Enquiries received	**11,742**	**14,633**	**15,626**	**12,169**	**14,005**
(B) Complaints received@	**4,654**	**4,266**	**5,606**	**4,987**	**5,386[853]**
(C) Complaints brought forward	**1,088**	**719**	**676**	**942**	**1,285**
(D) Complaints for processing = (B) + (C)	**5,742**	**4,985**	**6,282**	**5,929**	**6,671**
(E) Complaints handled and concluded	**5,023**	**4,309**	**5,340**	**4,644**	**5,701[1,225]**
(i) Complaints pursued	**2,004**	**1,825**	**1,716**	**1,977**	**2,684[411]**
By preliminary inquiries	**1,873**	**1,758**	**1,643**	**1,938**	**2,437[224]**
By referral to complainee departments/ organisations for replies (INCH)	209	185	143	81	148
By rendering assistance/clarification (RAC)	1,664	1,573	1,500	1,857	2,289[224]
By full investigation	**125**	**55**	**71**	**38**	**247[187]**
- Withdrawn/Discontinued	0	2	0	1	1
- Substantiated	31	13	15	9	21
- Partially substantiated	46	14	16	13	171[161]
- Unsubstantiated	45	26	39	14	20[1]
- Inconclusive^	0	0	0	0	0
- Substantiated other than alleged	3	0	1	1	34[25]
By mediation	**6**	**12**	**2(6*)**	**1(3*)**	**0(0*)**
(ii) Complaints screened out	**1,948**	**1,113**	**2,385**	**1,246**	**1,108[100]**
- Restrictions	1,132	351	394	375	477[76]
- Outside jurisdiction	816	762	1,991	871	631[24]
(iii) Complaints not pursued	**1,071**	**1,371**	**1,239**	**1,421**	**1,909[714]**
- Discontinued	-	137	57	436	110[38]
- Withdrawn	-	147	164	157	245
- Not undertaken@	-	1,087	1,018	828	1,554[676]
(F) Percentage of complaints concluded = (E) ÷ (D)	**88%**	**86%**	**85%**	**78.3%**	**85.5%**
(G) Total cases carried forward = (D) - (E)	**719**	**676**	**942**	**1,285**	**970**
(H) Number of direct investigations completed	**5**	**4**	**4**	**4**	**6**
(I) Direct investigation assessment reports produced	**6**	**6**	**5**	**2**	**4**

Each reporting year is from 1 April to 31 March of the next year.
@ From 2006/07, these exclude “complaints to others copied to us”. Please refer to the “Glossary of Terms”.
^ Previously “Incapable of determination”.
* Number of cases attempted for mediation but not accepted by party(ies) concerned.
[ ] Figures represent the number of topical cases (not available before 2008/09).